



Connecting With Travelers in Real-Time

AskTSA answers questions related to prohibited and permitted items, lost and found, screening policies, identification requirements, passengers with disabilities/medical conditions and TSA Pre✓® including resolution of known traveler number issues.

By helping ensure better prepared passengers, it also allows transportation security officers to focus more of their time on counterterrorism efforts. The program provides insight into concerns from traveling public and identifies trends where there may be opportunities for operational improvement.

AskTSA is operated by a diverse group of skilled TSA employees working at the Transportation Security Operations Center, the nerve center of TSA intelligence.



Twitter
@AskTSA

FORGET YOUR ID?

We can help you get through security.

UNSURE WHAT YOU CAN BRING?

Send us a picture and we'll let you know.

LOST SOMETHING IN SECURITY?

We'll find it and help get it back to you.



Facebook
fb.com/AskTSA

Sample Engagements

TSA Pre✓® Issue

My KTN isn't on my AA flight for Friday night. Any help?

AskTSA Oh no! We are happy to check into this for you, Caroline. Pls follow us & DM your full name, KTN, and AA flight confirmation number.

AskTSA Thanks for your patience, Caroline. Our records show that your KTN was entered incorrectly in your airline reservation; an "s" was entered as a "5". We have contacted AA on your behalf and this has been corrected. Please print your boarding pass. It should now include the TSA Pre✓® indicator. Safe travels!

Medical Disabilities

My wife has to take a hormone shot during an upcoming trip to Jamaica. Is her syringe and medication allowed?

AskTSA Joe, your wife's syringe and medication are allowed in your carry-on and checked luggage. Please inform our officer before screening begins and place them separately from your other items for screening. For more information, visit: bit.ly/2987YQw

Lost Item

Hi, I left my laptop in the security line in terminal 5 at LAX. How do I get it back, please.

AskTSA Great news! LAX lost and found has a laptop matching your description. They'll be contacting you via e-mail.

Prohibited Items

Can I carry on this ordinary office stapler?

AskTSA Thanks for asking, Chelsea. Staplers are allowed in carry-on bags. Pls visit: bit.ly/1JPOQlu



No Identification

My driver's license expired on 6/19/2016. I won't be getting a new one for at least 2 weeks. I have a flight next week. Would I be able to show my old license or is not not accepted? I don't have a passport, my DL is all I have.

AskTSA No worries, Skip. If you don't have a valid ID, you can participate in our identity verification process. For more details, pls visit: t.co/CFp6nDAPp3